

RANGER DISPATCHER

DEFINITION: Under general supervision, performs work of routine difficulty in operating communications equipment to receive, contact and dispatch ranger units and information; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Operates a variety of radio communications and other equipment to locate and dispatch ranger units to assist the public, entities and other law enforcement agencies; maintains and updates a variety of logs, records, and forms required to provide accurate record of activities and actions; monitors equipment status and reports malfunctions or failures.

Answers telephone; receives and assists the general public; disseminates information; coordinates communications between ranger units, supervisors, other law enforcement agencies and the public; prepares and maintains records of vehicle utilization and mileage; maintains files of permits, licenses, orders, and radio shift reports; maintains constant check on location of ranger units by radio.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of the Navajo cultural and natural resource management.

Knowledge of general office procedures, principles and practices.

Knowledge of preparing and maintaining accurate records, reports and files.

Skill in written expression, business correspondence and communication

Skill in evaluating a situation, making effective decisions under pressure, and taking appropriate action.

Skill to communicate effectively, act promptly and use good judgment in emergencies, deal tactfully with and inspire public confidence while enforcing rules and regulations.

Ability to understand and follow oral and written directions.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves a minimum of physical effort in an office setting; that may at times be strenuous, requiring continuous physical effort for long periods; duties may require evening, night, weekend and other irregular duty hours and significant overtime duty.

MINIMUM QUALIFICATIONS:

- A high school diploma or GED; and one (1) year of dispatch communications, clerical or public contact experience.

PREFERRED QUALIFICATIONS:

- Current law enforcement dispatch certification from a qualified law enforcement training center.
- Proficient in Microsoft Office software or other computer applications.

SPECIAL REQUIREMENTS:

- A favorable background investigation.
- Possess a valid state driver's license.
- Must be eligible to receive and maintain dispatcher's certification.

Supplemental Requirements:

Incumbent must obtain a Navajo Nation Vehicle Operator's Permit within 90 days of date of hire.

THE NAVAJO NATION

Class Code: 3175
Natural Resources and Parks Series
Resource Protection Group
Overtime Code: Non-Exempt
Pay Grade: 56

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Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.